# Response to On-Scene, Priority Charlie
# Emergency Medical Services

**LouieStat**

**KPI Owner: Lt. Col. Jesse Yarbrough** | **Process: Emergency Response**

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|---|---|
| Baseline: TBD<br><br>Goal: 11 minutes or less 90% of the time<br><br><br><br><br>Benchmark: TBD | Data Source: CAD<br><br><br>Goal Source: LMEMS<br><br><br>Benchmark Source: TBD | Plan-Do-Check-Act Step 3: Determine and quantify root causes<br><br>Measurement Method: Weekly count of priority charlie response to onscene times that exceed the goal of 11 minutes.<br><br>Why Measure: To understand system capability & customer expectations<br><br>Next Improvement Step: Continue tracking metric for internal LouieStat. Move to H2H reporting for future LouieStat forums. |

## How Are We Doing?

| 08.31.14-08.29.15<br>12 Month Goal | 08.31.14-08.29.15<br>12 Month Actual | | 08.23.15-08.29.15<br>Goal | 08.23.15-08.29.15<br>Actual | |
|---|---|---|---|---|---|
| **2,680** | **5,646** | 🔴 | **55** | **147** | 🔴 |
| Defects | Defects | | Defects | Defects | |



**Response to On-Scene, Priority Charlie**

Good ⬇

Data percentages (x-axis): 20% 22% 19% 21% 17% 12% 11% 11% 13% 20% 17% 18% 26% 24% 19% 25% 24% 24% 24% 27% 29% 25% 22% 25% 27% 27%

Dates: 09.06.14, 09.20.14, 10.04.14, 10.18.14, 11.01.14, 11.15.14, 11.29.14, 12.13.14, 12.27.14, 01.10.15, 01.24.15, 02.07.15, 02.21.15, 03.07.15, 03.21.15, 04.04.15, 04.18.15, 05.02.15, 05.16.15, 05.30.15, 06.13.15, 06.27.15, 07.11.15, 07.25.15, 08.08.15, 08.22.15

Legend: Data — Median — Goal — Benchmark
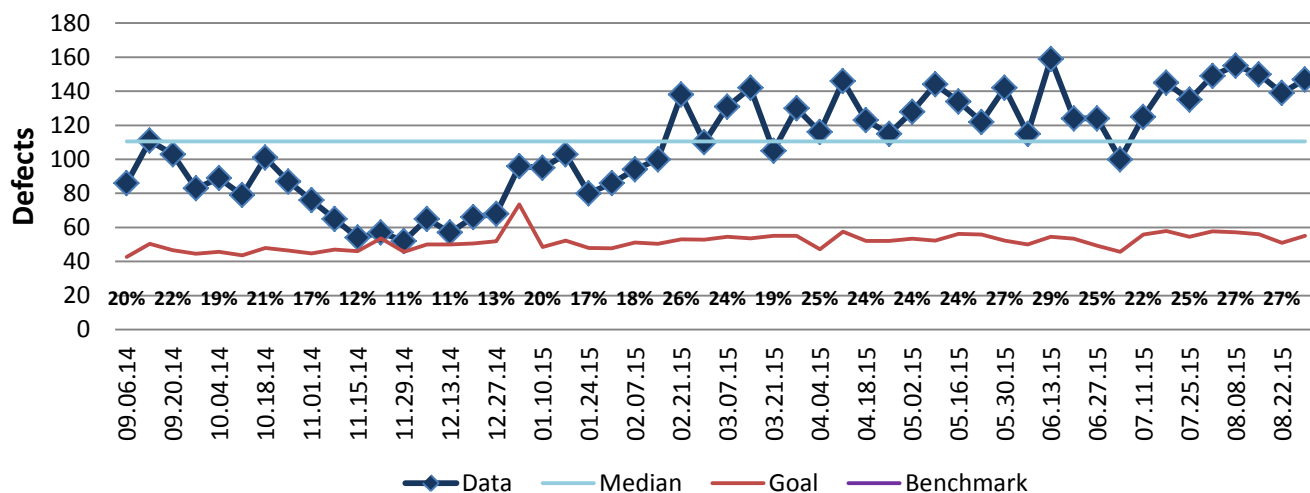
# Identified Factors Impacting RTOS

**Controllable (EMS)**
Deployment of resources
Response matrix/protocol
Operator Error
Technology issues
Re-coding/altered response priority

**Uncontrollable Factors**
Technology issues
Call volume
Staging times
Traffic/construction
Weather
Anchorage Fire & Rescue